



**COUNTY OF YORK JOB DESCRIPTION**  
**SPECIAL PROGRAMS MANAGER**  
**SPECIAL PROGRAMS**  
**COMMUNITY SERVICES**

Human Resources Division  
120 Alexander Hamilton Blvd.  
Yorktown, Va. 23690  
Phone: 757-890-3687  
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**GENERAL STATEMENT OF JOB**

Performs responsible administrative and professional work in directing and managing the Special Programs Division for the Department of Community Services. Responsible for developing short and long-range plans for program development and implementation, and monitoring and evaluating existing and on-going programs. Coordinates Department performance management reporting. Identifies, develops and implements special programs and projects that may serve internal customers within the Department, or County government, or may directly benefit County citizens. Develops short-term initiatives, performs project management and grant administration, and develops new initiatives on an as-needed basis. Performs general management activities to oversee divisional fiscal and personnel operations. Performs specialized work in the fields of research and analysis in human services and management. Researches to collect data, perform data analysis, and develops products designed to aid management in the more effective and efficient pursuit of its objectives. Administers a comprehensive package of programs to address aging, health and disability issues; and provides technical support for Department activities. Oversees the development and maintenance of the Department's internet and intranet web pages, as well as Department publications. Provides managerial support for the Department Administration and acts as the Director as assigned. Work is performed under general supervision of the department director.

**ESSENTIAL JOB FUNCTIONS**

Identifies, develops, conducts and supervises a wide variety of special projects in the Department. Implements special projects for County government outside the direct areas of Department responsibility as required.

Plans, organizes, develops and operates a variety of special programs for County residents, staff, and County agencies.

Prepares divisional budget and monitors expenditures and revenues.

Oversees programs and personnel in the areas of aging, health, and disabilities services.

Recruits, interviews and selects new staff; supervises all personnel administration and management, including performance appraisals, responses to employee complaints and grievances, complaints and grievances brought against employees, maintenance of personnel records, etc.

Maintains various data and records regarding program development, implementation and operations, and prepares and submits, or oversees preparation and submission of, records and reports as required by local, state or federal governing or regulatory agencies.

## **SPECIAL PROGRAMS MANAGER, AUGUST, 2005**

Performs research and surveys to gather data for analysis; designs, conducts, and reports on specific analytical studies and projects as assigned.

Develops policy analyses, and prepares written and oral reports detailing and summarizing findings, issues, and recommendations.

Responsible for developing/modifying a work plan and design for strategic planning in human services.

Using software programs, develops specific applications for data collection and storage; prepares graphs, charts and presentation documents.

Explores grant opportunities, writes and administers grants as needed/required by the Department Director.

Develops the legislative program of the Department for submission and coordination into the County-wide program, and performs ongoing legislative analysis regarding status of pending legislation.

### **ADDITIONAL JOB FUNCTIONS**

Develops and coordinates the college internship program. Performs other related work as required.

### **ENTRY KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of research principles, practices, and techniques.

Thorough knowledge of personal computers, including knowledge of word processing, spreadsheet, and data base software.

Thorough knowledge of management principles and practices.

General knowledge of local and state government organizational processes and operations.

General knowledge of statistical theory, including standard deviation and analysis of variance.

Excellent written and oral communication skills.

Ability to develop and maintain effective working relationships.

## **EDUCATION AND EXPERIENCE**

A master's degree in government, business administration, operations research, human services discipline, or a related field, and 6 to 9 years of closely related experience in the human services field, or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.

## **SPECIAL REQUIREMENT**

Possession of a valid driver's license issued by the Commonwealth of Virginia.

## **PHYSICAL & MENTAL STANDARDS NEEDED FOR ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of automated office machines which include a computer, printer, calculator, etc. Work involves sitting most of the time, but may involve walking or standing for periods of time.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability of speaking to others to convey or exchange information. Includes giving instructions, assignments and/or directions to coworkers or assistants, and receiving instructions, assignments and/or directions from others.

**Language Ability:** Requires the ability to read reports, manuals, etc. Requires the ability to prepare reports, studies, etc., using prescribed format and conforming to all rules of punctuation, grammar, diction and style.

**Intelligence:** Requires the ability to apply principles of rational systems as applied to fiscal processes and methods to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract, multiply and divide; to determine percentages and decimals; understand and apply the theories of algebra, descriptive statistics, statistical inference, and statistical theory.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.

**SPECIAL PROGRAMS MANAGER, AUGUST, 2005**

**Manual Dexterity:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress when confronted with an emergency.

**Physical Communication:** Requires the ability to talk and/or hear.

**Prepared by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Approval:** \_\_\_\_\_